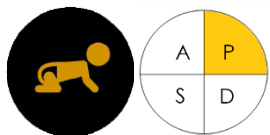**MARYLAND**
Department of Health

Movement in Quality Improvement

Updates: 2018 Quality Improvement (QI) Projects

The QI Council recently met and provided updates on their QI projects. QI projects test ideas using "Plan-Do-Study-Act" (PDSA). The QI Council will meet again in September. See below for current QI Projects and where are they in the PDSA cycle.

Fetal and Infant Mortality Review (FIMR)
The FIMR team is working with stakeholders to develop and implement a sustainable maternal interview process for Charles County Health Department. If we standardize the interview process, then there will be an increase in the number of completed interviews so we can better understand fetal and infant mortality.
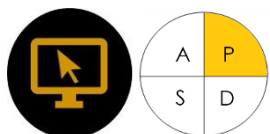
Environmental Health Bureau Website (EHB)
The EHB's webpages are inconsistently organized and difficult to manage. The EHB team has collected and analyzed baseline data on current perceptions and uses of the website. This will help the team develop a process to more easily manage the webpage to better serve internal and external partners and the public.

Continuity of Operations Planning (COOP)
An opportunity exists to improve the number of COOP plans in the Division of Enterprise Shared Services (ESS). The COOP team is working with ESS administration to implement COOP training and a COOP template, so a greater percentage of administrations will have a COOP plan.

J-1 Visa Waiver applications (J-1)
Currently, all J-1 Visa Waiver applications are submitted and stored in paper format. The J-1 team is working to create and implement an electronic process to improve the management and storage of applications.

TRAIN Learning Management System
Currently, there is only one TRAIN administrator for all of Maryland TRAIN. An opportunity exists to develop a training for potential administrators in order to increase the number of people who can administer TRAIN. The TRAIN team is coordinating efforts to execute this training effectively and sustainably.

News

2018-2019 Quality Improvement (QI) Plan is Approved
The 2018-2019 QI plan has been approved by the Deputy Secretary Howard Haft. A QI plan paves the road to doing better for the division of Public Health Services in the Maryland Department of Health (MDH). This plan seeks to build QI infrastructure that enables Maryland to establish, manage, deploy, and monitor quality throughout the organization. Aligned with organizational policies and direction, this plan identifies processes and activities that will be put into place to ensure that quality services are provided consistently. Read the 2018-2019 QI plan here.

QI Council Recognized for Team Innovation
The 2017-2018 QI Council cohort will be recognized at the MDH Employee Recognition Ceremony on Thursday, June 14 at 10 a.m. The QI Council will receive the 2018 MDH Employee Recognition Award for Team Innovation for their innovative ideas and noticeable results during the 2017-2018 cycle of the QI Council. This Department-level recognition acknowledges and honors the achievements and contributions of MDH employees.

Join the movement for
Quality Improvement!

What is QI?

QI addresses the question, "*How can we do better?*"

QI refers to a continuous and ongoing effort to achieve measurable improvements in the efficiency, effectiveness, performance, accountability, outcomes, and other indicators of quality in services or processes which achieve equity and improve the health of the community. QI is also a key standard for health departments seeking national accreditation.

Why is QI important?

- Equips us to continuously get better in what we do
- Quantifies our improvements
- Outlines a reliable framework for managing performance
- Is a national best practice
- Eliminates waste and redundancy

What is my role?

Everyone—from leadership to frontline staff —may play a role in QI.

QI Advocate:

Everyone is welcome to become an advocate. Advocates receive the QI Advocate Blast which captures news, tools, trainings, and best practices. Sign up for our listserv: bit.ly/QI-Advocate-Listserv

QI Council Member:

Selected members are enrolled in a leadership development program. Any staff in PHS can apply. Applications open once a year in January.

Where can I learn more?

There are many ways to learn more.

- For updates on QI news, tools, and best practices, join our QI Advocate listserv:
  bit.ly/QI-Advocate-Listserv

- For general information on QI, visit our website:
  https://pophealth.health.maryland.gov/Pages/Quality-Improvement.aspx

- For specific questions, contact us: mdh.phsqualityimprovementcouncil@maryland.gov

Join the movement towards quality improvement
pophealth.health.maryland.gov/Pages/Quality-Improvement.aspx